Inform

We make sure

FUJITSU COMPUTERS SIEMENS

FAQ's and known issues of DIFS

Issue January 26, 2007

Use External and Internal

Pages 4

Known Issues

ID	Issue	Problem	Solution
K1	DIFS reports a Parallel- or COM-Port Failure.	Although the system hasn't any COM- or LPT-Ports, the BIOS writes the IO-Addresses 3F8h and 378h to 40:00h and 40:08 (LowMEM).	**Please check if the system has any of the components (COM- or LPT-Port) which causes the error.** **If there is none of the component available, this doesn't indicate a defective hardware - Please ignore the error-message of DIFS.**
K2	Using USB-Keyboard/Mouse DIFS reports mouse and keyboard-error on some computers: **Mouse:** Ecs: KX2, find auxiliary device failed. Last Error: Did not find auxiliary device **Keyboard:** Ecs: KX1, keyboard reset test failed. Last Error: Error on Keyboard Reset	Implementation of Legacy-Mode in the BIOS is incorrect and causes problems with software that relies on this mode.	**This doesn't indicate a defective hardware. Please ignore the error-message of DIFS.**
K3	DIFS hangs on Mainboard **ASUS P5 LD2-FM.**	Implementation of Legacy-Mode in the BIOS is incorrect and causes the computer to freeze.	**This doesn't indicate a defective hardware. The problem is caused by the mouse, so if a mouse is attached unplug it to eliminate the problem.**
K4	DIFS hangs on **Celsius R630 (D1691)** after entering the serial number.	Problem occurs only if booted from USB-memory stick in USB2.0-mode.	**Please go to the BIOS and set the USB2.0-switch to "Disabled".**
K5	DIFS reports a Harddisk-Error on the second HDD although there is only one HDD is attached.	USB-Stick is also recognized as a HDD.	**Fixed with DIFS V1.00 Build 061123.**
K6	On RAID-Systems: DIFS reports "No hard disk found" although there are HDDs attached.		**Please check the "current inventory" for hard disk entries.** **§ If there are no hard disks visible, this could indicate a problem with the hard disks. Please**

			check the connection and drives. § **If there are hard disks visible in the inventory, but the HDDTest is not able to test them in DIFS-Mode, please go to the FreeDOS-Prompt and call "HDDTest -menu" directly to check the disk drives.**
K7	Optical-Disk-Drives-Test returns "passed" although the optical-drive is not accessible.		**Fixed with DIFS16P 2.00 Build 070119.**
K8	Hard disk test returns errors although no problem with the disk can be recognized.	If the system has a Firstware-BIOS this problem could be caused by an enabled HPA in the BIOS.	**Please disabled HPA in BIOS-Setup:** **BIOS->Advanced->Advanced System Configuration->HDD Host Protected Area** **before testing the hard disk with DIFS, so the whole drive is accessible.** **After testing enable the HPA in the BIOS.**
K9	On booting DIFS from the DIFS-CD with a plugged memorystick the following error message occurs: FreeDOS kernel build 2036 cvs … C: HD1, Pri[1], CHS= 0-1-1, start= 0 MB, size= 23 MB … Invalid Opcode at …	This problem exists only on a few systems and results out of a combination of BIOS and memorystick. If this error occurs the system should be able to boot from the memorystick directly.	**Please try to boot directly from the memorystick.**

FAQ

ID	Question	Answer
F1	What kind if USB memory sticks should I use?	We advice you to use the following stick: - MemoryBird L USB 2.0 256 MB (FSP:805000560) - MemoryBird L USB 2.0 512 MB (FSP:805000561)
F2	How can I use the whole size of a USB memory stick if I don't want to use it with DIFS anymore?	You have to clear the USB device. Please read how to "Clear a USB device" in the short description of USBIMAGE.EXE which is located in the USB Image Tool V1.01 zip-file on the DIFS-Extranet.
F3	Where can I store the reports if I have to use the DIFS-CD because of USB-Boot-Problems?	On most of our systems it works, if you boot from the CD with the DIFS-Memorystick plugged. FreeDOS then recognises the memory stick as drive "D:" or drive "A:" If the memory stick is not accessible please use a floppy to store the reports if available.
F4	Hints on booting from USB memory stick:	**General:** • On some of the systems the USB stick is only accessible after the system has been booted more than once. • On some of the systems with Phoenix Bios, the stick will not be visible until the following settings have been done: Start the system, enter the Bios-Setup Press "F9" to load the Setup Defaults Save changes end exit Bios – Setup After restart enter Bios – Setup again. The stick should now be visible under [Boot]-[Boot device priority]-[Hard Disk Drive] **New ESPRIMO & SCENIC:** • USB legacy support needs to be enabled (ESPRIMO's do not have this setting in the BIOS so this step can be ignored), save & exit the BIOS • Go back into the BIOS and go to boot sequence, the USB stick will appear in the hard drive group, it needs to be put above the HDD in the boot sequence **Older SCENIC's:** • On some older SCENIC's (E600's for instance) - USB legacy support still needs to be enabled but on these units the USB stick will appear in the floppy disk group in the boot sequence. In order to boot from the USB stick it has to be part of the HDD group. Pressing the Tab key (while the USB stick is highlighted) will put it into the HDD group, then it just needs moving above the Hard Drive in order to be able to boot from it. **LIFEBOOK S7020/T4010** • USB legacy support must be enabled to save & exit • Our experience shows that even with this enabled on the first reboot with the USB stick is often not recognised in the BIOS boot sequence; you usually have to restart again. • Once the stick is detected by the BIOS then the USB stick must be moved above HDD in the boot sequence. **Amilo Pro V2030, V8010**

		• USB legacy support must be enabled to save & exit • Go back into the BIOS and move the USB storage disk above the HDD in the boot sequence, save & exit.
F5	Which type of media should I use for the optical drives test?	Please use a Data-CD or Data-DVD. Do not use damaged media (scratches). Do not use music CDs. This could lead to error messages although the hardware works smoothly.
F6	DIFS returns an error message while starting: “Sorry, your computer is not supported by this software – Exiting”	**The DMI-SLP-String is not set, so the system is not identified as a Fujitsu Siemens Computers system. Please use the latest BIOS or a DMI-Tool to correct this.**
F7	How to handle reported BIOSLOG-Errors?	**BIOSLOG-Errors are logged failures which have appeared in the past. These errors don’t indicate an already existent problem. They only should be handled as a hint to the may defective component. To clear the BIOSLOG-Errors please go to the FreeDOS-Prompt of the DIFS-Medium and type “bioslog –clear”.**